

## PROVIDER REINSTATEMENTS

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### **1.0. PROVISIONS FOR REINSTATING PROVIDERS PREVIOUSLY EXCLUDED, SUSPENDED, OR TERMINATED**

[32 CFR 199.9](#) provides that the Director, TMA, or a designee, shall have the authority to reinstate providers previously terminated, excluded, or suspended under TRICARE. Reinstatement requests from all providers listed in [32 CFR 199.6](#), shall be submitted to the TRICARE Management Activity (TMA) Program Integrity Office.

### **2.0. CONTRACTOR RESPONSIBILITIES FOLLOWING REQUESTS FOR REINSTATEMENT FROM TERMINATED PROVIDERS**

This pertains to providers previously terminated by the contractor or the TMA for failing to meet the requirements of an authorized TRICARE provider. The contractor shall first verify that the provider currently meets the requirements of an authorized TRICARE provider. If so, and no funds have been paid for services by the provider while terminated or are otherwise owed the Government for claims paid prior to the termination, the contractor shall submit the reinstatement request to the TMA Program Integrity Office for approval.

**NOTE:** This does not include those providers who have been terminated by the TMA based on a fraud case. The contractor shall submit these provider reinstatement requests to the TMA Program Integrity Office.

### **3.0. CONTRACTOR RESPONSIBILITIES FOLLOWING REQUESTS FOR REINSTATEMENT FROM EXCLUDED OR SUSPENDED PROVIDERS**

**3.1.** The contractor shall submit requests for reinstatements to the TMA Program Integrity Office for approval.

**3.2.** At the direction of the TMA Program Integrity Office, the contractor shall submit a provider certification package to the provider to ensure that the provider meets the requirements to be an authorized TRICARE provider. The exclusion or suspension remains in effect until the provider completes and returns the certification package and is determined by the contractor to meet the requirements.

**3.3.** If the provider is determined to meet the requirements of an authorized provider, the contractor shall advise the provider of the reinstatement date as determined by the TMA, and provide a copy of the letter to the TMA Program Integrity Office.

**3.4.** If the provider doesn't meet the requirements of an authorized provider, the contractor shall advise the provider as to why he/she doesn't meet them and offer appeal rights. A copy of the letter will be provided to the TMA Program Integrity Office.

3.5. The contractor shall advise those same HBAs located within the provider's service area that were initially advised of the exclusion or suspension. Refer to [Chapter 14, Section 6, paragraph 4.2](#).

#### 4.0. DHHS REINSTATEMENTS

4.1. Providers excluded or suspended based on a DHHS action may submit a request for reinstatement to the TMA Program Integrity Office after DHHS has reinstated them.

4.2. The provider must submit a request for reinstatement to the TMA Program Integrity Office. The request must contain a copy of the DHHS reinstatement.

4.3. The TMA Program Integrity Office shall advise the provider of the request approval and effective date, subject to the contractor verifying that the provider meets TRICARE requirements as an authorized provider.

4.4. The contractor shall certify the provider and advise him/her of their authorized provider status as stated in [paragraph 3.0](#).

4.5. The contractor shall send a certification package to the provider within 14 calendar days of the date of the TMA Program Integrity Office's letter approving the reinstatement request.